



## Accreditation: ROP of the Week

Required Organizational Practice: Information Transfer at Care Transitions

### WHAT IS INFORMATION TRANSFER AT CARE TRANSITIONS?

- **Information transfer** is a process of passing patient/client/resident-specific information from one healthcare provider to another or from one team of healthcare providers to the next.
- Standardized communication tools and strategies are used to promote timely and accurate transfer of information at care transitions – **admission, handover, transfer, and discharge.**

**Effective communication at care transitions ensures patient safety and the continuity of services.**

### AT HEALTH PEI:

- There is a **QEH Nursing Handoff Report: Transfer of Care Policy** available on MedWorxx/PDMS.
- **SBAR** (*Situation, Background, Assessment and Recommendations*) is an accepted and widely used communication strategy to convey information at transition points.
- **Minimum information to be shared at care transition includes:** patient/client/resident's full name and other identifiers, contact information for responsible providers, reason for transition, safety concerns and client goals.
- Additional information may be required depending on the setting and type of transition, including: allergies, medications, diagnosis/health concerns, test results, treatments/procedures and advance care directives.
- During care transitions, **patients/clients/residents and families** are given the information they need to **make informed decisions and support their own care.**
- Some programs/areas complete observational audits of information shared at care transitions, identifying strengths and opportunities for improvement.

#### Questions Accreditation Canada Surveyors May Ask Staff:

What tools/strategies do you use to ensure timely and accurate transfer of information at transition points (admission, handover/shift change, transfer, and discharge)?

Where do you document the information shared at care transitions?

How are patients/clients/residents and families involved in the transfer of information at care transitions?